



**STATE OF MONTANA
SECRETARY OF STATE'S OFFICE
JOB PROFILE AND EVALUATION**

SECTION I - Identification

Working Title: Systems Analyst

Department: Secretary of State

Class Code Number: 151516

Division/ Bureau: Management Services

Class Code Title: Computer Systems Analyst

Section/ Unit:

Pay Band: 6

Work Address:

1236 – 6th Ave.
Helena, MT 59601

Position Number: 66022

Phone:

☐ FLSA Exempt

☒ FLSA Non-Exempt

Profile Completed By:

Mark Van Alstyne

Work Phone:

444-4243

Work Unit Mission Statement or Functional Description:

The Secretary of State is one of six executive branch officers originally designated by the Montana Constitution of 1889. The duties of the secretary of state include: interpreting state election laws and overseeing elections; maintaining the official records of the executive branch and the acts of the legislature; reviewing, maintaining, and distributing public-interest records of businesses and nonprofit organizations; filing, publishing, and maintaining administrative rules adopted by state departments, boards and agencies; attesting to the governor's signature on executive orders, proclamations, resolutions, extradition papers, and appointments; preserving the state seal; filing and maintaining records of secured financial transactions, such as liens; serving on the state Board of Land Commissioners and the Board of Examiners; and commissioning notaries public. The Secretary of State's Office is divided into four divisions: Elections, Business Services, Management Services and Administrative Rules, and Records Management.

The Information Technology function provides agency IT support for local area network computer and software systems. This involves developing and maintaining all computer systems and connections; acquiring, modifying, configuring, installing and repairing as needed hardware and software; providing responsive and reliable daily operational support including location, diagnosis, and correction of operational errors; acquiring and replacing obsolete data processing equipment including training users; promoting a compatible data processing system that meets the needs of SOS and development and maintenance of the agency web site.

Describe the Job's Overall Purpose:

This position serves as a Computer Systems Analyst for the MT Secretary of State's Office. This position is primarily involved in system planning and implementation, and serving as the agency's lead programmer. The position is also responsible for training and user technical support, and a variety of other information technology services duties that support the Department's goals and objectives. This position reports directly to the Information Technology Services Manager and does not directly supervise other agency personnel.

SECTION II - Major Duties or Responsibilities***% of Time*****A. SYSTEM PLANNING AND IMPLEMENTATION****60%**

1. Researches and evaluates the business processes, environments, and objectives of users to assist in establishing strategic plans for the development and maintenance of the various SOS systems. This involves detailed analysis and evaluation of agency business processes, system specifications, associated costs, and applicable policies and procedures; consultation with users and management; and research and review of technical documentation to determine viable solutions. Solutions and alternatives to specific business needs are often unique and unprecedented, subject to statutory timelines and unknown data constraints, and involve complex interrelationships with agency-wide systems and business processes.
2. Evaluates project plans and specifications for the system to provide viable solutions and alternatives to unique business needs in coordination with system contractors. Evaluates the effects of various solutions on existing system infrastructure, other business processes and systems, and agency-wide staff to ensure that automated solutions are compatible, efficient, and cost-effective. Explains and justifies project requirements and alternatives to involved or affected agency staff, guides and directs meetings with users to explore available options for meeting objectives, and negotiates changes to proposed systems and/or business processes as necessary to integrate essential system and business requirements. Defines major outputs of the system (e.g., on-line reports, real-time user access, etc.) by integrating requested end user outputs with application parameters, and evaluating and determining how systems and applications will interface with other existing or proposed systems, networks, and applications.
3. Assesses the feasibility of various design alternatives to minimize costs and maximize benefits. This requires developing new system approaches and applying analysis and evaluation to determine resource requirements for system development, implementation, testing, and maintenance; assessing the impacts of modifications on existing systems, and determining costs associated with various alternatives.
4. Coordinates system development, enhancement, and maintenance efforts, whether in-house or with system contractors, to ensure projects are completed within established timeframes while ensuring continuity of support for agency business needs. This involves tracking project progress; ensuring that users and support staff understand and are adequately trained to use/support new business systems; identifying and evaluating any potential problem areas; and monitoring and reporting work processes and progress. Ensures the effective flow of information by reporting project status to the supervisor and informing management of any potential problems with system implementation.
5. Performs the lead programming role for both in-house system development and system maintenance. Development and maintenance are done according to industry standard

methodologies. This lead role requires extensive knowledge and experience in various Microsoft development platforms and languages, as well as experience in a development or maintenance project lead role.

6. Recommends and assists in establishing system development and maintenance policies and procedures in conjunction with supervisor, contractors, other section staff, SOS deputies, and management to ensure overall quality, consistency, and compliance of agency-wide system development activities. This involves assessing the effectiveness of existing policies and procedures, new technologies and developmental strategies, changing rules and statutory requirements, dynamic user and business process needs, and other factors to ensure that policies and procedures represent the best interests of SOS, comply with all applicable regulations and requirements, and promote efficiency and cost-effectiveness.
7. Designs, develops, and incorporates customized features to the system to enhance the functionality, performance, and user environment of the agency-wide system. This involves assessing current system operations, determining system capabilities and limitations, evaluating user needs and workflow, and developing enhancements and customized features to maximize services and user output, and streamline processes.
8. Coordinates the development of conversion plans to ensure the effective and efficient migration of data between existing and newly developed systems. Evaluates data integrity, compatibility, and related issues to determine the impacts of conversion on existing data and modifies system implementation plans accordingly.
9. Coordinates and implements system test plans to evaluate the performance of integrated system components. This involves developing testing strategies, performance standards, and procedures; guiding and directing end-user tests; monitoring and evaluating test results; determining problems or conflicts with source code, interconnectivity, and/or functions and operations; and developing and implementing modifications to resolve problems. System testing includes assessment of system performance within the existing user environment, including connectivity and integration with agency-wide systems, security and access, and system functions and procedures. Continually monitors system operations after implementation to identify and resolve system problems and assess the need for further modifications or enhancements.
10. Coordinates the development and implementation of common procedures, policies, and data definitions for new or modified project management systems to ensure the accuracy and integrity of system functions and to improve and streamline agency business processes. Creates work plans for development, enhancement, and maintenance. Creates templates, establishes user access and security features, and creates and/or modifies web page interfaces as needed to satisfy internal equipment standards and job requirements.
11. Actively monitors and continually evaluates new technologies, trends, and other issues related to system and application development, maintenance, and troubleshooting approaches to maintain a high level of professional and technical expertise, anticipate future technological needs, and determine how new methods and technologies may enhance future systems development and maintenance activities.

B. TRAINING AND USER TECHNICAL SUPPORT

35%

1. Develops and delivers "train the trainer" training programs on new system functions and operations to ensure the proficiency and competency of trainers. This involves developing training curricula based upon new and modified system operations, assessment of user training needs, new procedures and technologies, system capabilities and limitations, and other factors affecting system functions and operations. The incumbent delivers training to designated staff trainers and power users and oversees user training provided by information systems specialists, vendors, and others. Researches and compiles information and materials required for the effective delivery of training programs. Assesses training outcomes and effectiveness and modifies programs as necessary to meet the changing needs of SOS staff.
2. Configures, installs, and performs related set-up procedures for new software and system upgrades as needed for SOS computer systems to ensure that all machines are operating with current SOS software, up-to-date security features, and are kept current with advances in technology. This involves assessing relationships with existing applications and ensuring software/hardware will integrate with new and existing systems and applications. Tests and resolves installation problems and provides direction to users on operations.
3. Responds to technical problems referred by agency management or staff users regarding system or software problems. Prioritizes user support based on the overall significance of the application, logistics, options to keep the system functioning, and impacts on related systems. Along with in-house support, this position is a contractor contact for complex system problems and is responsible for maintaining an in-depth knowledge of agency applications to provide information and coordinate the referral and resolution of system problems. Resolves user problems by troubleshooting and isolating problems; analyzing hardware and software configurations, network components, and communication issues; and developing or coordinating solutions in-house or with contractors to correct problems.
4. Develops technical documentation to provide accurate and complete information and data related to system design, user training, technical programming, database models and related diagrams, and other system specifications. Develops, maintains, and updates user operations manuals to provide accurate and current system procedures.

C. OTHER DUTIES AS ASSIGNED

5%

Performs a variety of other duties as assigned by the supervisor in support of the Department mission and Division objectives. This includes conducting or coordinating special projects, representing the section at meetings and conferences, attending ongoing education and training, and performing a variety of other duties as assigned.

2. *Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:*

The position regularly resolves problems and makes decisions related to the development, implementation, and maintenance of SOS systems. For example, the position makes decisions regarding the types of systems, modifications, and enhancements that will most effectively streamline and improve SOS business processes based on analysis of user needs and management guidelines. In addition, the position continually resolves user and management problems that occur during system operation. This requires the incumbent to identify and evaluate the nature of problem, determine effective solutions, implement any necessary modifications to resolve problems, and provide technical assistance and training to users to ensure competency.

3. *The most complicated aspect of this position is:*

The most complicated part of the job is the analysis and evaluation of SOS business process needs and the innovation of unique solutions. These functions require the position to consider a range of variables related to process requirements, work priorities and objectives, available resources, technological capabilities and limitations, and system-wide integration strategies to ensure the development and effective administration of the various SOS systems.

4. *Guidelines, manuals, or written procedures that support this position include:*

General parameters are provided by State information technology standards, SOS operating procedures, and technical system references. The incumbent is expected to modify or recommend alternatives to these parameters as necessary to meet specific SOS objectives. Available manuals include SOS operations manuals, MCA, ARM, and various software and system manuals and technical documentation.

5. *Which of the duties and/or specific tasks listed under 1. (above) are considered "essential functions" that must be performed by this position (with or without accommodations)?*

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

System Planning and Implementation
Lead Programmer
End User Support and Training

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Lifting (less than 50 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within the state to project locations, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

MENTAL

- Deal with customers on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Analyzing, Synthesizing
- Coordinating
- Negotiating
- Instructing

6. **Does this position supervise others?** ☐ Yes ☒ No

Number directly supervised:

Complexity level of the positions supervised:

Position Number(s) of those supervised:

7. **This position is responsible for:**

<input type="checkbox"/> Hiring	<input type="checkbox"/> Firing	<input type="checkbox"/> Supervision	<input type="checkbox"/> Pay Level
<input type="checkbox"/> Performance Management	<input type="checkbox"/> Promotions	<input type="checkbox"/> Discipline	
<input type="checkbox"/> Other:			

8. **Attach an Organizational Chart.**

ATTACHED

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

This position requires extensive knowledge of the concepts and theories of computer science; functional applications; proprietary languages; information systems development, enhancement, and maintenance; systems analysis, design, testing, and documentation techniques and procedures; telecommunications and information systems networking; customer service standards; data management products; data structures and interrelationships. This position requires extensive knowledge of and experience in various Microsoft development platforms and languages, as well as experience in a development or maintenance project lead role. The position also requires knowledge of network capabilities, computer operating systems, equipment, and software; databases; data management tools; and project planning and management.

SKILLS:

This position requires skill in managing complex and varied system development and management projects; isolating and resolving advanced technical problems; project analysis; reading and interpreting technical data reports; operating various office software applications; software development environments, and database applications and platforms; establishing project goals, timelines, and standards; translating technical information to varied audiences; and written and verbal interpersonal communications.

Behaviors required to perform these duties?

- **Verbal Communication:** Keeps appropriate individuals informed. Listens to others respectfully, understands or seeks clarification, and responds appropriately demonstrating tact and diplomacy. Expresses thoughts and ideas clearly.

- **Written Communication:** Writes clearly, logically and effectively using proper style, tone, grammar, spelling and punctuation.
- **Flexible at Work:** Responds positively to changes in direction, priorities, responsibilities, personnel or assignments. Works effectively in a variety of situations and with a variety of individuals or groups.
- **Working with Others:** Relates to others in an open and accepting manner; is approachable. Offers and accepts opinions constructively. Adjusts to how individuals and the work unit will react. Treats others with respect. Constructively resolves disagreements. Is open to others' ideas and gives credit and recognition to others.
- **Responsive to Work Needs:** Willing to perform different jobs, cross train, or assist wherever needed. Is aware of co-worker workload and responds accordingly.
- **Takes Action:** Takes effective and appropriate action to perform job duties without being reminded. Willingly accepts more responsibility or more work.
- **Forward Looking:** Suggests improvements and new ideas, technologies, and approaches. Willingly applies new and evolving ideas, methods, designs and technologies to work.
- **Efficiency and Focus:** Uses time effectively and prioritizes tasks. Is aware of workload and makes appropriate adjustments to meet deadlines and complete tasks. Handles interruptions or distractions and stays on task. Achieves goals.
- **Accuracy:** Ensures accuracy of work and makes corrections in a timely manner. Is conscientious and monitors own quality of work.
- **Attendance:** Arrives on time for work and demonstrates good attendance record.
- **Organizational Awareness:** Understands and follows the rules, policies and laws that govern work. Identifies key decision-makers; understands and respects the balance of authority. Acts in an ethical manner.

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable and related fields of study: Computer Science

Required/Acceptable:

Related:

Other education, training, certification, or licensing required (specify): None Specified

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

☐ No prior experience required
☐ 1 to 2 years

☒ 3 to 4 years
☐ 5 or more years

Other specific experience (optional):

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes ☐ No

Alternative qualifications include:

This position requires a Bachelor's Degree in Computer Science, or a combination of education and Information Technology experience equivalent to a Bachelor's Degree (one year of position-related experience equals one year education, at SOS discretion).

SECTION IV – Other Important Job Information

Work is performed in a normal office environment, and the position requires the ability to communicate effectively in person, in writing, and over the phone. Work hours vary in complying with numerous deadlines, customer requests, interruptions and wide fluctuations in work volumes, and deadlines require the employee to be able to work under pressure for long periods of time.

This position is required to travel occasionally in order to troubleshoot or install system software and enhancements, and provide training to staff outside the office.

SECTION V – Signatures

My signature below (typed or hand written) indicates the statements in Section I to IV are accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: _____ Title: _____

Signature: _____ Date: _____

Deputy:

Name: _____ Title: _____

Signature: _____ Date: _____

Department Designee:

Name: _____ Title: _____

Signature: _____ Date: _____
